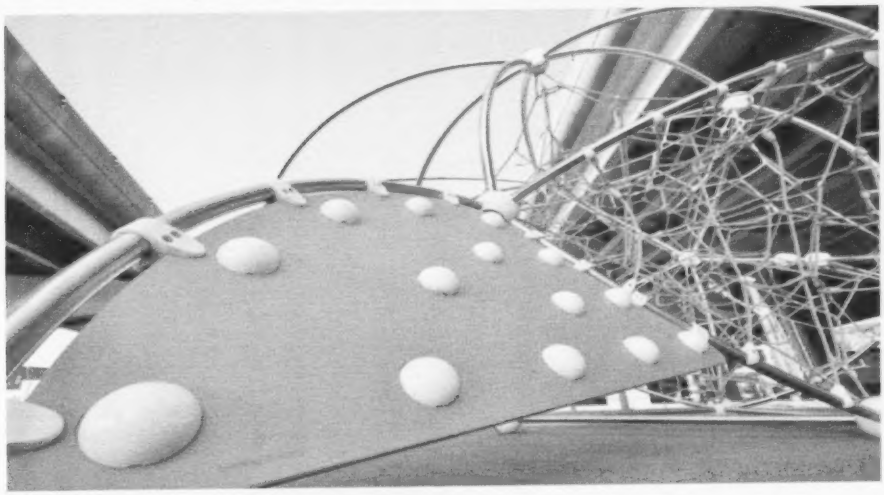
Our Toronto

VOL. 5 **ISSUE 3** FALL 2012

Building a great city – together

Underpass Park now open



TORONTONIANS can now enjoy phase one of Underpass Park, an innovative public park located under the Eastern Avenue and Richmond/Adelaide overpasses in the West Don Lands.

Underpass Park is the most extensive park ever to be built under an overpass in Canada, and the first of its kind in Toronto.

Designed by landscape architectural firm Phillips Farevaag Smallenberg with the Planning Partnership, Underpass Park transformed a derelict space into an inviting neighbourhood amenity. The park features a variety of play equipment and offers a wide range of recreational facilities including two half-court basketball courts and skateboarding amenities.

Underpass Park also features an innovative public art installation that is suspended from the overpass beams and reflects light. A combination of LED spotlights and interesting lighting effects around the park will help to keep the area safe and inviting at all times of day.

The park is being built in two phases. The first completed sections of the park are between St. Lawrence Street and Bayview Avenue. The second phase, located west of St. Lawrence Street, is under construction and will open in spring 2013. Visitors can access the completed portions of the park from River Street, south of King Street.

waterfrontoronto.ca

Toronto's sweetest beach receives international award

TORONTONIANS aren't the only ones who love Canada's Sugar Beach. In October, the popular park on Toronto's waterfront received a prestigious international design award from the American Society of Landscape Architects (ASLA).

Located south of Queens Quay, just east of Lower Jarvis Street, the whimsical urban beach received a 2012 Honor Award in the General Design category. It was praised for its ability to transform an "industrial space into a real breath of fresh air on the waterfront."

The ASLA awards celebrate the top public places, residential designs, campuses, parks and urban planning projects from across the U.S. and around the world. This year, 37 awards were bestowed out of more than 620 entries.

Other winning projects include the National 9/11 Memorial in New York City, China's Quarry Garden in the Shanghai Botanical Gardens and the Tudela-Culip Restoration Project in Catalonia, Spain.

Canada's Sugar Beach was designed for Waterfront Toronto by Montreal architectural firm Claude Cormier + Associés. The park transformed a former parking lot into a unique public space that features a promenade, plaza and beach with views of Lake Ontario and a working sugar refinery. The award is the sixth major design accolade that Canada's Sugar Beach has won since opening in July 2010.

waterfrontoronto.ca

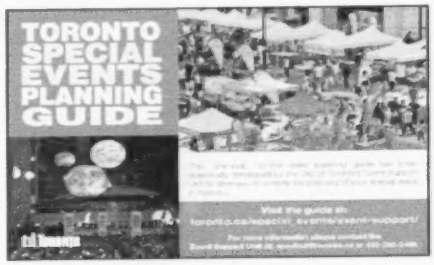
City of Toronto launches online Special Events Planning Guide

ANNUALLY, the City of Toronto is host to hundreds of events, from international events such as the Toronto International Film Festival and Honda Indy, cultural spectaculars such as Luminato and Nuit Blanche, and street festivals such as the Taste of the Danforth and the Albion-Islington Festival. Whether big or small, these events bring enjoyment to residents and visitors alike and inject millions of dollars into our economy.

To assist the event community, the City of Toronto has launched an online Special Events Planning Guide. This guide provides a "one-stop shop" to all services and permits relating to special events, regardless of the division or agencies delivering the service.

This guide has been specifically developed to simplify planning of special events in the City of Toronto. There are over 35 individual topic areas such as booking venues, emergency planning, and closing roads and sidewalks information, in addition to sample event and site plans, and quick reference charts.

toronto.ca/special_events/event-support



New television program to promote City services

ROGERS TV Toronto Cable 10/63 in Toronto/Scarborough, in partnership with the City of Toronto, has developed a new television program that provides a unique perspective on the services and programs delivered by the City of Toronto. This show gives you the opportunity to experience the inner workings of many of our city services, from Public Health and Transportation to Emergency Medical Services.

The program, entitled City Insider, airs on Rogers TV Cable 10/63 in Toronto/Scarborough (only) Tuesday evenings at 10:30 p.m. beginning on October 16. City Insider will provide a balanced mix of information, similar to the information found in Our Toronto.

Every episode will provide a refreshing, dynamic look at our city from Toronto to Scarborough to North York and Etobicoke. Content will be a combination of on-camera interviews with City staff, pre-recorded packaged segments (profiles), historical facts and a summary of significant City news or events.

To view show times please visit:
www.rogerstv.com/cityinsider

ROGERS TV

For more information:
RogersTV.com or RogersTV.com/Cityinsider
twitter.com/RogersTVToronto
facebook.com/RogersTVToronto

Our Toronto

Building a great city – together

Our Toronto is distributed to every household in the city. Fully-accessible PDF and audio versions are also available on the City's website (toronto.ca/ourtoronto). You can read it online in the languages listed below, or contact us to have a printed copy in your language mailed to you. Call, write or email to have a Braille or large print version mailed to you.

Vous trouverez ce journal en français au site web ci-dessous. (French)

在以下网站阅读上个版本的中文版本。 (Chinese)

இந்தச் செய்தித்தாளின் தமிழ்ப் பிரதி இணையத் தளத்தில் இடம்பெற்றுள்ளது. (Tamil)

Questo giornale è disponibile in italiano sul sito Web che segue. (Italian)

Este periódico está disponible en español en el sitio web indicado abajo. (Spanish)

Este jornal está disponível em português no sítio Web abaixo indicado. (Portuguese)

Makikita ang Tagalog na edisyon ng pahayagang ito sa website sa ibaba. (Tagalog)

یہ اخبار نیچے دی گئی ویب سائٹ پر اردو زبان میں دستیاب ہے۔ (Urdu)

Данная газета на русском языке имеется на нижеуказанном веб-сайте. (Russian)

این نشریه به فرس اقرشی ذیل به زبان فارسی قابل دسترسی میباشد. (Farsi)

이 신문은 아래의 웹 사이트에서 한국어로 보실 수 있습니다. (Korean)

toronto.ca/ourtoronto

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A message from Mayor Rob Ford

AS we get ready to begin the 2013 Budget, there's a lot we can be proud of in 2012. We made significant headway on rebuilding our fiscal foundation. In fact, this year we will spend less than last year, we have secured four years of labour peace with the City's biggest unions and we have made many improvements in customer service that save time and money.

Our prudent and sound financial decisions are being recognized. This year, major credit rating agencies downgraded the province's ratings, but confirmed Toronto's credit rating at AA, Stable. They attributed their confidence to our disciplined approach to spending control, improved efficiencies and the permanent solutions we've found to close our budget gap. At the same time, however, they noted that Toronto continues to have a financial deficit when both capital and operating budgets are considered together. This means we must continue our disciplined approach to cost control and continue finding ways to address our capital needs without going too far into debt.

A key part of our strategy to rebuild our fiscal foundation was negotiating new collective agreements with Toronto's biggest unions, CUPE 416 and CUPE 79. Our frontline workers understand these are difficult economic times and that changes were needed to maintain high quality public services. We negotiated new union agreements that give management the flexibility it needs to provide the fiscal controls you expect as a taxpayer, while at the same time providing the customer service you need. They're fair for employees and for taxpayers.

Many new initiatives are ongoing at the City to deliver better customer service. The launches of new websites and apps for phones have marked some of the new ways you can get and send information. Some of these new phone apps allow you to take a picture with your phone of a pothole or graffiti vandalism and report it directly to the City. This has streamlined hundreds of reports to the City and made things easier and more convenient when you want service.

The 2013 Budget process will begin shortly and I remain committed to representing the best interests of taxpayers. This means we must continue to be disciplined about controlling costs and continue to look for better ways to deliver important services more efficiently. We have come a long way in two years. If we stay the course, we can keep moving forward to the Toronto we all want — a city that is a great place to live, invest and thrive — and where we can afford to make decisions to improve our city without transferring an unmanageable debt burden onto our children.

On a closing note, I would like to wish everyone well during the coming holiday season and encourage you to take advantage of the many family activities this winter.

Yours truly,

Mayor Rob Ford

toronto.ca/mayor_ford

Skybox

THE Daniels Spectrum is the cultural hub of a revitalizing Regent Park. Officially opened on September 20, the new space will host performances, events, visual art and dance classes, music lessons, theatre rehearsals, after-school tutoring and new media skills training.

The Daniels Spectrum is the result of a partnership between Artscape, Toronto Community Housing, The Daniels Corporation and the Regent Park Community. It is named in recognition of a $4-million lead gift from The Daniels Corporation and The John and Myrna Daniels Charitable Foundation.

torontoartscape.org

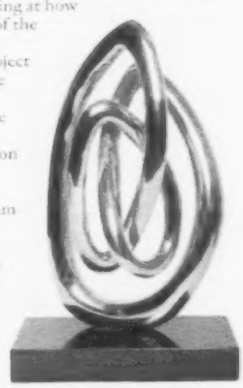
Five projects honoured with a City Manager's Award

THE 2011 City Manager's Awards were presented on July 5. The City Manager's Awards recognize the outstanding work of the Toronto Public Service in three categories — Divisional, Cross-corporate awards and Human Rights, Equity and Diversity.

The submissions were impressive this year and as a result, City Manager Joseph Pennachetti presented five awards.

At the awards ceremony, Mr. Pennachetti noted that he is inspired by the extraordinary talent and dedication shown by staff from all divisions across the City and said, "I believe that the Toronto Public Service and the city are better served when we take the time to celebrate our successes."

Toronto Employment and Social Services won a Divisional award for its Driving Customer Service initiative. This initiative involved a detailed analysis of the division's services including looking at how services are delivered through the eyes of the residents who use them. As a result of the findings, the division has implemented substantial changes over the past year.



There were two winners in the Cross-corporate category. Open Data, a joint project of the Information & Technology Division and City Clerk's Office, is the practice of making data freely available to the public. This project enriches and enhances customer service by supporting timely applications developed by the public for the public.

Employment and Social Services, Public Health and Parks, Forestry & Recreation implemented the Investing in Families program, the first coordinated service delivery model in Toronto. The program integrates employment, health and recreation services for single parents on social assistance. Not only has this program helped families, it has realized cost savings of $11 million through increased employment and reduced reliance on benefits and health services.

There were two winners in the Human Rights, Access and Equity category. The Election Accessibility Plan, developed by City Clerk's, was created to ensure that electoral services are accessible to electors and candidates, and to eliminate barriers for persons with disabilities. The development of the Diversity our Strength LGBT toolkit by the Long-Term Care Homes and Services division helped the division to create gay-positive environments in the City's long-term care homes.

toronto.ca

Benefit Card first of its kind in Canada!

ON July 18, the City of Toronto introduced the City Services Benefit Card, a new and improved way to issue social assistance payments. While Direct Bank Deposit (DBD) remains the preferred payment method, the City Services Benefit Card replaces the need to issue cheques to Ontario Works clients who do not have a bank account. Currently, over 20,000 Ontario Works clients in Toronto receive their benefits by cheque each month, with many of them relying on expensive cheque-cashing services to cash their cheques.

The City Services Benefit Card represents an innovative approach to delivering government services, one that significantly enhances customer service and reflects the City's commitment to service excellence. Moving from cheques to the City Services Benefit Card will also result in significant cost savings for the City.

The card is similar to a debit card, but does not require a bank account. The City Services Benefit Card is personalized and payments are electronically loaded to the chip and PIN protected cards, improving cardholders' privacy and security compared to cheques.

The card can be used at any automated teller machine (ATM) or in shops, grocery stores, gas stations or anywhere major credit cards are accepted. Cardholders can access online services similar to those offered by major financial institutions, such as balance inquiries, transaction histories, and an ATM locator. Cardholders can also contact a multilingual customer support line for services and assistance 24 hours a day, seven days a week.

toronto.ca/employmentandsocialservices

Long-Term Care Homes & Services receive multiple awards for service quality and innovation

(L to r) Reg Paul, General Manager of Long-Term Care Homes & Services, Deputy City Manager Brenda Patterson, Councillor Giorgio Mammoliti, Chair of the City's Community Development & Recreation Committee and Mayor Rob Ford

THIS year, the City's Long-Term Care Homes & Services division has received national, provincial and municipal recognition for its high quality care and service innovations.

These accomplishments were acknowledged during October's City Council meeting with remarks by Councillor Giorgio Mammoliti, Chair of the City's Community Development & Recreation Committee, who was joined by Mayor Rob Ford to congratulate Reg Paul, General Manager of Long-Term Care Homes & Services.

Accreditation Canada's national "Accreditation with Exemplary Standing" award is the highest possible level of performance recognition. The City's 10 long-term care homes and community based programs met 99 per cent of the high priority criteria and 100 per cent of the required organizational practices.

The Ontario Association of Non-Profit Homes and Services for Seniors 2012 "Innovation and Excellence Workplace Quality Award" recognized the division's practical and creative programs and strategies for fostering workplace excellence, and for engaging program staff to reduce incidents resulting in musculoskeletal disorders.

The division also received a City of Toronto City Manager's Award in the Human Rights, Equity and Diversity category. By creating Canada's first lesbian, gay, bisexual and transgender toolkit, the division's efforts ensure that LGBT seniors find positive, inclusive and welcoming environments when they enter a long-term care home.

Long-Term Care Homes & Services is a leader in excellence and groundbreaking services for healthy aging with a commitment to CARE (Compassion-Accountability-Respect-Excellence).

toronto.ca/ltc

Canada Goose President Dani Reiss speaks at the 12th Annual Small Business Forum

ENTERPRISE Toronto welcomed Dani Reiss, President & CEO of Canada Goose, as its keynote speaker on October 16 at the 12th annual Small Business Forum. Reiss is a homegrown success story, having won Canada's Ernst & Young Entrepreneur of the Year Award in 2011. In addition to his role at Canada Goose, Reiss sits on the advisory board of Queen's School of Business Centre for Responsible Leadership; is a patron at Startup Canada; a member of the Young Presidents' Organization and was a recipient of Canada's Top 40 Under 40 in 2008. Reiss spoke about his personal journey from the factory floor to the height of Canadian business success and why Toronto served as fertile ground to grow Canada Goose into an international industry leader in both fashion and function.

The Small Business Forum provided 2,000 attendees from existing firms and new businesses with opportunities to network and learn from investors, lending institutions, government program providers and successful entrepreneurs. The event also included a trade show with more than 100 exhibitors, free seminars, and opportunities to try out new media tools for business.

toronto.ca/enterprisetoronto
416-392-6646

Fraud & Waste Hotline

416-397-STOP (7867)

City's Fraud & Waste Hotline

IN 2002, the City established the first municipal Fraud & Waste Hotline Program in Canada. The Hotline was set up as a practical tool for employees and the public to report complaints concerning fraud, waste or wrongdoing that impacts City resources. The Auditor General's Forensic Unit oversees the Hotline program, processes all tips and complaints, and conducts investigations. In 2011, approximately 1,700 allegations were received. Twenty-two per cent (53 complaints) of the 245 complaints investigated or referred to divisions (as of December 31, 2011) have been substantiated in whole or in part. This number has since increased, as complaints received in 2011 continue to be concluded in 2012. To see the annual report on fraud and the activities of the Hotline, go to toronto.ca/audit/reports.htm

Contact the Hotline if you have knowledge of or are concerned about:

- Conflicts of interest
- Misuse of public funds or City assets
- Falsified documents
- Contractor misconduct
- Abuse of work hours
- Improper relationships with vendors

Complaints to the Hotline will remain confidential for those willing to identify themselves, and anonymous calls will also be investigated. If a caller identifies themselves, the identity of the caller will not be disclosed unless the Auditor General is compelled to do so by law.

You can also submit a complaint using an online report form or by writing to the Fraud and Waste Hotline Program, The Auditor General's Office, 55 John Street, 9th floor, Toronto, ON M5V 3C6.

More information:
toronto.ca/fraudwastehotline
toronto.ca/audit/fraud_policy.pdf
toronto.ca/calldocuments/conflict_of_interest_policy.htm

COMMUNITY ENVIRONMENT DAYS

THE City of Toronto wrapped up its 2012 Community Environment Days season at the end of September. The program gives residents an opportunity to reduce the amount of waste going to landfill by dropping off items that are reusable, recyclable or hazardous. It also offers the option of buying waste containers and learning about environmental programs. In 2012, the Community Environment Days program held 42 events and attracted 25,916 participants. In the process, 202,330 kilograms of electronics and 290,030 kg of household hazardous waste were collected, 67,110 kg of reusable household goods and arts and crafts supplies were diverted from landfill, 228 composters were sold and more than 540,000 tonnes of compost were given away.

toronto.ca/environment_days

Keeping winter roads clear

WHEN snow begins to fall, drivers and cyclists want to have roads cleared quickly and efficiently to allow for the movement of traffic. Pedestrians need sidewalks to be cleared in order to walk safely.

As soon as the snow begins, the City of Toronto sends out its fleet of salt trucks to the expressways and main roads. After this, the salt trucks move on to the local roads. The City continues to reduce salt use as part of its Salt Management Plan. Transportation Services has improved its fleet of salt spreading trucks, provided better training for staff that operate salt trucks, as well as improving salt storage and handling techniques to further our commitment to the environment.

If snow accumulates, plows are sent back to the expressways and main roads and plowing will take place for the duration of the storm. After the snow has stopped, plows move on to the local roads.

The City will clear snow from sidewalks on local roads where it is mechanically possible to do so after eight cm of snow have fallen (five cm in January and February). In the central core of the city, where the City is unable to mechanically clear the snow from sidewalks, property owners are required to clear their sidewalks of snow 12 hours after a snowstorm.

The City of Toronto's levels of service for snow clearing meet those set by the Province of Ontario for municipalities and road authorities. Toronto City Council adopted these levels of service in 2009.

Residents who have questions about snow clearing efforts in their area can call the City at 311. If you need more information about the city's plans for snow clearing, visit www.toronto.ca/transportation.

Toronto-York Spadina subway extension makes progress

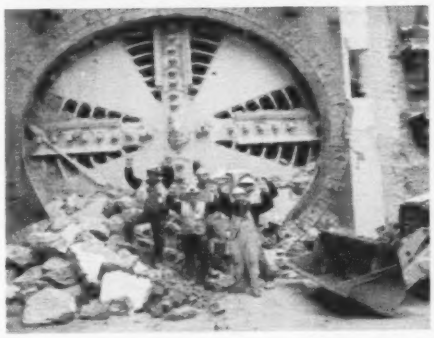
ON June 11, 2012, Mayor Rob Ford joined the Honourable Julian Fantino, Associate Minister of National Defence and Member of Parliament for Vaughan, York Region Chairman and CEO Bill Fisch, Toronto Transit Commission Chair Karen Stintz, special guests and the media in the parking lot adjacent to the site of the future Sheppard West Station to celebrate the completion of the first segment of twin tunnels for the Toronto-York Spadina Subway Extension (TYSSE) Project.

Tunnel boring machine "Holey" broke through the headwall at the Keele Street extraction shaft on May 1, 2012. A little more than a month later, "Moley" joined "Holey" and completed the adjacent twin tunnel, breaking through on June 4, 2012. "Holey" and "Moley" completed in total 1.6 kilometres of twin tunnels.

This breakthrough marks the first major step toward the extension of the Yonge-University-Spadina Subway line through York University into the City of Vaughan.

"Holey," "Moley," "Yorkie" and "Torkie" are the official names of the machines that are boring the tunnels for the Toronto-York Spadina Subway Extension project. These names were chosen as part of a public naming contest. The tunnel boring machines will be used to build a total of 13.4 kilometres of tunnels or 6.7 kilometres of twin tunnels.

spadina.ttc.ca



Avenue Road watermain replacement project – upgrading Toronto's aging infrastructure

IN the early 1900s, when Toronto was experiencing significant growth, homes in North Toronto obtained their drinking water from wells. Eventually, circular cisterns were constructed and water was pumped through watermains to residences and businesses. Around 1912, these watermains were hooked up to the High Level Pumping Station on Poplar Plains Road. In 1915, the original Avenue Road transmission watermain construction began, taking nine years to complete.

Running from Dupont Avenue to Lawrence Avenue West, the Avenue Road watermain was 90 cm in diameter and 5.4 km in length carrying 50 million litres of safe drinking water daily – the equivalent of 20 Olympic-sized pools. Over the years, breaks and resulting road flooding became more frequent and it was determined the watermain needed replacement. After completing the required

design work and public consultation with the community, construction began in 2010 on a new Avenue Road watermain.

The Avenue Road Watermain Replacement Project was completed this past August, coming in on budget ($57 million) and on time. The following are some of the construction challenges:

- Keeping the local residents, businesses and commuters updated on the status of construction
- Ensuring safe construction methods around gas, telephone, hydro, telecommunications and sewer lines which are all located underground
- Excavation and backfilling dozens of times along Avenue Road
- Managing unexpected groundwater conditions.
- Tunnelling underground, where possible, to cause less disruption on the road surface
- Paving of roads after construction was completed
- Restoring driveways, boulevards and sidewalks
- Replacing substandard water services for homes and businesses

Just like the Avenue Road watermain, large portions of Toronto's underground watermains were built over 50 years ago. Much of this type of large infrastructure is located beneath main arterial roads in Toronto — often close to homes and businesses to ensure a steady and safe supply of drinking water.

Originally, cast iron was considered the best material for these types of large watermains. Over the years, engineers and contractors learned to use steel and concrete to provide stronger watermains for much longer life cycles and improved water quality.

A big thank you

THANK you to the commuters, businesses and residents for their patience during the replacement of the Avenue Road watermain. This was one of the largest and most complex watermain infrastructure projects undertaken by the City and caused significant disruption to neighbourhoods.

ABOUT Toronto watermains

- 5,105 km of distribution watermains
- Distribution watermains deliver water to local homes and businesses; these pipes are fed by the larger transmission watermains
- 548 km of transmission watermains
- Large transmission watermains carry the larger volumes of water between water treatment plants, pumping stations and storage reserves. They supply water to the local distribution system
- Average age of watermains: 55 years old; 17 per cent are 80-100 years old; 6.5 per cent are more than 100 years old
- Average number of breaks per year: 1,400 (more frequent in winter months, November to March)
- Most watermains are buried about 1.8 metres deep – below the frost line
- Video on watermain breaks: toronto.ca/water/watermain_breaks.htm

toronto.ca/water

Preventing basement flooding

EVERY home is at risk of basement flooding, even if you have never experienced a flooding incident in your home. Water in your basement is most likely to occur when there's been a heavy rainfall, snow is melting or during a spring thaw. The good news is that you can prevent or reduce the chance of this happening.

Here are steps you can take to help prevent basement flooding:

- Hire a professional to install a backwater valve and properly-sized sump pump. Once installed, ensure they are regularly inspected and well maintained.
- Disconnect your downspout(s) from the sewer system, where feasible. Make sure they discharge two metres (six and a half feet) from foundation walls.
- Seal cracks or openings in walls, floors, windows and foundations and seal all window wells.
- Clear eavestroughs and downspouts of leaves and other debris that prevents proper drainage.
- Ensure the grading around your home slopes away from the foundation wall to help drain water away from your home, without negatively affecting neighbouring properties.
- Increase the green space around your home with native plants and shrubs and install porous pavement to help absorb rainwater and melted snow.
- Repair/replace damaged weeping tile systems.
- If it is safe to do so, clear debris from roadside catchbasins (the square sewer grates on the road) to help water enter the storm sewer.
- Avoid creating blockages in your plumbing and the City's sanitary sewers:
  Dispose of small amounts of cooking oil and grease in your green bin (making sure there's material to absorb it). Never pour oil or grease down the kitchen sink or into the toilet. Grease can build up and cause blockages in the City's sanitary sewer pipes, which can cause basement flooding.
- Toilets are not for food, trash, dental floss, Q-tips, or other personal care objects. These should be disposed of in the appropriate bin.
- Unscrew hoses and drain taps and turn off your outdoor water supply before the first frost to avoid burst pipes.
- If you do experience basement flooding, call 311 immediately to report it. Also, be mindful of health and safety when cleaning up a flooded basement as you may be exposed to sewage or come in contact with water and electricity. Consider getting help with flooding clean-up through a "Water Damage Restoration" company.

Basement Flooding Subsidy Program

THE City offers owners of single-family, duplex and triplex residential homes a financial subsidy of up to $3,200 per property to install flood protection devices including a back-water valve, a sump pump, and pipe severance and capping of the home's storm sewer or external weeping tile connection. To learn about ways to protect your home and how to apply for the Basement Flooding Subsidy Program, go to: toronto.ca/water/stormwater.

toronto.ca/water

Recycle even more! New plastics added to the Blue Bin

TORONTO has added mixed rigid plastics to the Blue Bin recycling program. Many of the food products that we buy come in this type of plastic and now you can recycle them. New items accepted in the Blue Bin include:

- Clear clamshell containers (hinged, plastic containers used for food items such as berries)
- Clear fruit and vegetable containers
- Clear takeout food containers
- Molded bakery item trays
- Disposable plastic plates and cups
- Egg cartons
- Cold drink cups and lids
- Clear compact disk cases (empty)

Please continue to practice basic set out and recycling instructions. For example, items should be emptied and rinsed to remove food residue, and recyclingshould be put inside the Blue Bin loose (not bagged) with the lid closed. If you occasionally have extra recycling, the City will pick it up if it is in a clear, plastic bag and placed beside the Blue Bin on your designated collection day.If you regularly have overflow recycling, you can upsize your current Blue Bin or order an extra Blue Bin free of charge.

toronto.ca/recycle

2012 Property Assessment Notices

ALL property in Ontario is reassessed every four years by the Municipal Property Assessment Corporation (MPAC). Beginning this fall, every property owner in Ontario will receive a 2012 Property Assessment Notice. These notices identify the current value assessment (CVA) or an estimate of the market value of the property based on a valuation date of January 1, 2012. The notices also identify the CVA that will be used for taxation purposes in each of the 2013-2016 taxation years.

Property owners can verify the property information that was used to determine their property assessment at **aboutmyproperty.ca**. If property owners believe their property information or their assessment is incorrect, they may file a Request for Reconsideration, and MPAC will review their assessment free of charge.

CVA increases will be phased in over four years for all property classes, with one-quarter of the assessment change being applied in each year from 2013 to 2016. The full benefit of any property assessment decrease is applied immediately for the 2013 taxation year.

Property owners should expect that the value of their property will increase over time. It is important to remember that an increase in a property's assessed value does not mean that property taxes will be increased in the same proportion. Each year, when property values increase, the City is required by law to reduce its tax rates so that the amount of property taxes collected remains the same — the reassessment does not generate any additional revenue for the City.

This means that if a residential property has increased in value at the same rate as the average increase for all other residential properties within the municipality, there is no increase in property taxes arising from the reassessment. Properties that have appreciated at a rate that is higher than the average for the municipality will experience an increase in taxes, whereas a property that appreciates at a rate less than the average will experience a decrease in taxes.

mpac.ca
toronto.ca/taxes/property_tax/assessment.htm

Your water bill: What are you paying for?

WHEN you turn on your tap, flush your toilet or watch rain drain down the side of the road, you might not know how all these activities are connected. According to a recent survey, many people did not understand all of these services are paid for through their water bill.

Toronto Water, the City's water division, provides three main services: safe drinking water for 3.5 million residents and businesses in Toronto, and portions of York Region; wastewater treatment for 2.6 million residents and businesses in Toronto and a portion of Peel Region; and stormwater management to guard against surface and basement flooding and protect the environment. Toronto Water services are not supported by the property tax base, but are fully funded by water bills paid by residents and businesses.

To provide these services, Toronto Water maintains extensive infrastructure and operates many different facilities 24 hours per day, 365 days a year. Here's a snap shot of Toronto Water services:

Drinking water:

- 6,000 km of transmission and distribution watermains
- 4 water treatment plants: R.C. Harris, F.J. Horgan, R.L. Clark, Island
- 18 water pumping stations
- 10 underground storage reservoirs and 4 elevated storage tanks
- 40,460 water hydrants
- 470,000 water service connections
- 61,580 water valves
- 462,106,000,000 litres of safe drinking water supplied in 2011

Wastewater:

- 4,755 km of sanitary sewers
- 4 wastewater treatment plants: Ashbridges Bay, Highland Creek, Humber, North Toronto
- 82 wastewater pumping stations
- 441,116,000,000 litres of wastewater treated in 2011

Stormwater (rain and melted snow) Management

- 1,301 km of combined and 4,305 km of storm sewers
- 93 stormwater facilities such as ponds
- 2,300 outfalls into creeks, rivers, streams and Lake Ontario
- 122,500 catch basins (the square grates on the side of the road)
- 120,000 maintenance holes
- 371 km of watercourses (shared responsibility for maintaining with TRCA)

Toronto Water is working aggressively to maintain and repair existing infrastructure and to build new infrastructure where needed. Despite that, Toronto's water rates are still lower than most of our neighbouring municipalities and are in the bottom range for major cities in Canada.

toronto.ca/water

Toronto Public Health offers free breastfeeding clinic services

Breastfeeding clinic staff (left to right) Maria Parish, Heather Bradley, Diana Vumbaca, Tracy Petrou

BREASTFEEDING is the natural way to feed babies with both short-term and long-term health benefits for mothers and babies. In order to further promote, support and protect breastfeeding, Toronto Public Health is working hard to provide accessible face-to-face professional support for breastfeeding women through free community breastfeeding clinics.

At these breastfeeding clinics, breastfeeding families will meet with health care professionals such as public health nurses, lactation consultants and nurse practitioners and will be supported in achieving their breastfeeding goal. This support includes a comprehensive and free breastfeeding assessment for mom and baby, breastfeeding information, teaching, follow-up and referrals to other services as appropriate.

Currently there are 13 free breastfeeding clinics available in various locations across Toronto. Additional clinics will be opening soon.

toronto.ca/health/breastfeeding/free_services.htm
416-338-7600

Half way to full-day kindergarten

FULL-DAY kindergarten is a priority of the Provincial government and is being phased in across Ontario over a five-year period from 2010/11 to 2014/15. September 2012 marks Phase 3 of full-day kindergarten and now provides access to 49 per cent of kindergarten-aged children. School boards are required to offer or contract with a third party to operate before and after school programs if sufficient numbers warrant. Children's Services staff have worked with operators and school boards under tight time frames to get these new programs up and running, so that children entering full-day kindergarten can stay in one location with an integrated program of early learning and child care. This approach supports both children and their families.

Children's Services is pleased to report that there are now 85 full-day kindergarten before and after school programs operating and caring for more than 690 children across the city. This is a huge increase from just four programs in 2011.

An information sheet on before and after school program options for children attending full-day kindergarten has been developed jointly by Toronto Children's Services, the Toronto District School Board and the Toronto Catholic District School Board.

toronto.ca/children

The Toronto Challenge

THE Toronto Challenge, presented by MonsterMortgage.ca, is an annual City of Toronto fundraising event for long-term care homes and community agencies that provide services and support to Toronto seniors. For 21 years, this fun, family-friendly event (which includes a 5km run, a 5km walk and 1km walk) has brought together people of all ages and backgrounds to enhance the quality of life for those in need across the city. This year, over $500,000 was raised by more than 2,000 participants with ages ranging from under one to 97 years old!

toronto.ca/challenge

Toronto Emergency Medical Services Paramedics meet residents at the Toronto Zoo and CNE

IT is an annual tradition for Toronto Emergency Medical Services (EMS) to host an EMS Community Awareness and Education Day the last week of August at the CNE and the first week of September at the Toronto Zoo. Paramedics look forward to these special event days, which are an opportunity for them to spend time talking to local residents about the practice of paramedicine.

This year was no different. On Thursday, August 30 at the CNE and on Saturday, September 8 at the Toronto Zoo, over 100 visitors were able to practise first-aid and cardio pulmonary resuscitation (CPR) skills and ask questions about what to expect when they need to call 911 for a medical emergency. Junior Paramedics, dressed in full paramedic uniform, toured emergency medical vehicles, including an ambulance.

Toronto EMS Paramedics and Emergency Medical Dispatchers respond to over 800 calls to 911 in the City of Toronto every day.

Toronto EMS tips for when to call 911:

- When you are experiencing pains or tightness in the chest
- When you have severe pain
- When you have shortness of breath
- When a person is choking or having difficulty breathing
- When you think you may have fractured or broken a bone, or have a wound that may need stitches
- When you have sudden, severe headaches, vision problems, sudden weakness, numbness and/or tingling in the face, arm or leg, trouble speaking, or dizziness
- If your child has diarrhea and vomiting, and won't eat or drink
- When a baby under six months has a fever over 38.5°C (101°F)

**If you have any doubts about whether you are experiencing a medical emergency, call 911. The ambulance will take you to the appropriate emergency department.*

torontoems.ca/main-site/service/using911.html

Heritage washrooms with a "wow" factor

AS part of an overall revitalization of Union Station that will continue through 2015, the City of Toronto has completed a major renovation of a set of heritage-significant public washrooms. The washrooms are in the busy VIA departures concourse where thousands of passengers access the train platforms daily.

"It's rare to walk into a public washroom that makes you feel like you are stepping back in time," says Joseph Por, a project manager on the Union Station Revitalization Project.

The original marble walls and much of the herringbone floor tiles — both heritage features — have been restored. New plumbing fixtures and lighting have been selected to pay homage to the room's original heritage character, all giving the washrooms a certain "wow" factor, says Por.

Heritage restoration wasn't the only consideration in the design. Open concept entrances and sensor-controlled flushing and hand dryers are meant to respect the station's primary function — public transportation — allowing hurried commuters to zip in and out quickly. Accessibility has improved, too.

The upgrades included an overhaul of the ventilation and plumbing systems. In a few years, the washrooms will use "grey water" for flushing. Grey water is an environmental initiative that involves the harvesting and storing of rain water for future use. The transition to grey water is expected to save the City money.

Soon a set of public washrooms on the ground floor will be closing for construction. The washrooms in the Bay concourse are scheduled to undergo renovation in 2014.

toronto.ca/union_station

2012 Ontario Summer Games drew thousands of participants

ALMOST 2,500 of Ontario's best young athletes marched into Varsity Stadium on the evening of August 16 to the cheers of thousands of spectators for the Opening Ceremony of the 2012 Ontario Summer Games (OSG) — Ontario's largest multi-sport event. The ceremony kicked off the 28-sport amateur athletic competition, which took place from August 16 to 19, at venues across Toronto and the surrounding areas of Brampton, Caledon, Oshawa, St. Catharines and Welland.

On hand were the Honourable David C. Onley, Lieutenant Governor of Ontario; the Honourable Michael Chan, Minister of Tourism, Culture and Sport; Councillor Norm Kelly (Ward 40 Scarborough Agincourt), Chair of the Parks and Environment Committee; Holly Abraham, Chair of Sport Alliance Ontario; Rahul Bhardwaj, Chair of the 2012 OSG Organizing Committee and Karen Pitre, Vice Chair of the Committee.

The opening ceremony included the national anthem sung by the Regent Park School of Music, acrobat trampoliners Circus Orange, a freestyle soccer team, the international cheerleading champions Power Cheer, and a musical finale from Toronto's own band Neverest. The opening ceremony ended with the swearing of the athletes' and officials' oaths and the lighting of the OSG cauldron.

The City of Toronto partnered with the Ontario Ministry of Tourism, Culture and Sport, Sport Alliance Ontario, the Toronto Sports Council and Tourism Toronto in staging the Games.

Congratulations to the athletes, coaches and officials for the outstanding competition and thank you to the volunteers who helped make the Games successful!

2012ontariosummergames.ca

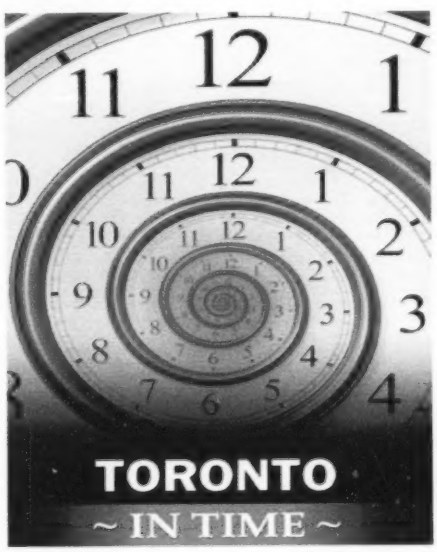
Recruiting and retaining diversity in the Fire Services

IN 2011, Toronto Fire Services was one of the winners of FIRE 20/20's first annual Tony Pini Awards for Diversity and Inclusion in the Fire Service. The award is named in honour of the late Santa Rosa Fire Chief Tony Pini who was a lifelong advocate for diversity and inclusion in the Fire Service. As a result of winning the award last year, Toronto Fire Services was honoured to be able to host this year's Diversity in the Fire Service workshop. The two-day workshop, held at the Toronto Fire/EMS training Academy on September 13 and 14, gave local Fire Chiefs and staff from around the Greater Toronto Area and throughout Ontario an avenue to learn how to build and nourish a diverse, inclusive culture and to foster pro-active relationships with their multicultural communities. Valued input was given by adult panels and by youth providing good insight from their perspective.

Fire Chief Jim Sales addressed attendees, stressing the importance of increasing diversity within the Fire Department's future workforce: "To be successful, fire departments need to recognize and be aware of the changes in their local communities and continue to build upon the resources within their communities."

The vision of Fire 20/20 is to see North American fire departments achieve a minimum of 20 per cent diversity in their workforce by the year 2020.

toronto.ca/fire



Discover the history of Toronto with the free Toronto in Time app

TORONTO in Time is a free mobile app for iOS and Android that highlights the history of Toronto through "then and now" photos, slideshows, trails, and historical stories for over 150 sites.

To use the app, locate yourself on the map and find stories closest to you, filter stories by theme or neighbourhood, or follow specially curated walking trails. Each story includes a photo gallery or a unique "then and now" photo feature, which shows the present site dissolve into its historic past. Users without a mobile device can discover all the features of Toronto in Time online at http://citiesintime.ca/toronto/.

Winter exotics at the Toronto Zoo

IT'S time to get out of the cold and head "south" into one of our tropical pavilions where you can get up close to all kinds of exotic animals. Visit over 5,000 animals, each displayed in exhibits that replicate their natural habitats. At the same time, enjoy other animals in a snowy winter wonderland setting! Grab a hot chocolate and stroll around the Tundra Trek and visit "Hudson" our Polar bear cub! Don't forget to meet our Zoo staff at one of our daily Keeper Talks. Visit the Toronto Zoo to get in touch with your wild side this winter! Be sure to visit us again in the spring as we welcome giant pandas! Toronto Zoo is open year round (except Dec. 25th).

torontozoo.com

Favourite City service/ favourite city place

Terence Tam

THE entire neighbourhood that makes up the colourful St. Clair Avenue West is special to me. I stare out the 512 streetcar as we glide west by bustling neighbourhoods, Deer Park, Hillcrest, Wychwood, Corso Italia, and The Junction. 512 streetcar riders enjoy two hours of unlimited travel along St. Clair. I hop on, hop off to grab a bite, then hop back on to continue my journey, with no added fare to pay. I love the TTC, it's my favourite city service. You can't do this anywhere else in the city.

Do you have a favourite place in the city?

Is there one service that you really like?

Write us at ourtoronto@toronto.ca

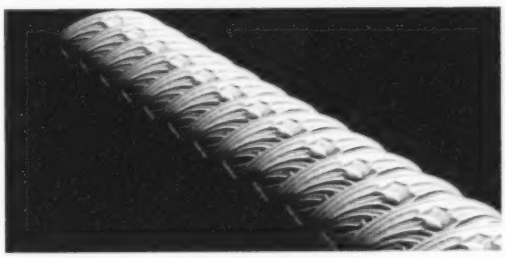
Doors Open Toronto photo winners

FROM nearly 1,000 photos submitted, a panel of three judges (Toronto Star photojournalist Steve Russell, architect Adam Thom and Panasonic Imaging Produce Specialist Breanne Thomas) chose winners in the following five categories. Congratulations to all, and many thanks to everyone who participated!

toronto.ca/doorsopen2012

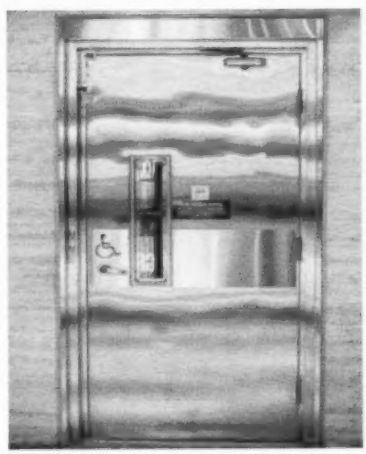
Best Exterior – Li Ka Shing Knowledge Institute by Henry Peters

People's Choice Award – Doris McCarthy Fool's Paradise by Linden Laserna



Best Architectural Detail – Ontario Legislature Building by Robert Rutkay

2012 PHOTO CONTEST WINNERS



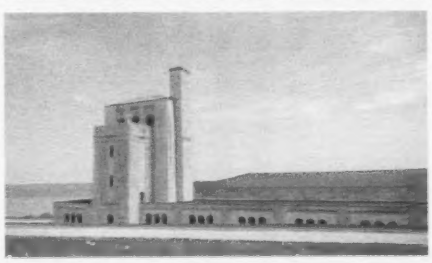
Best Door – Design Exchange by Abdool Nazir

Best Interior – Campbell House Museum by Jackman Chiu

Toronto THEN&NOW

THE R.C. Harris Water Treatment Plant is not only Toronto's largest water treatment facility but it is also the largest ensemble of Art Deco buildings in the city. Located at the foot of Victoria Park Ave., it was constructed in the 1930s and began operating in 1941. This important public building was named after Roland Caldwell Harris, an influential city official who helped build the treatment plant and the Prince Edward Viaduct. His career is currently being celebrated at an exhibition entitled "The Water Czar: R.C. Harris Works for Toronto, 1912-45" which takes place at the Market Gallery until March 2, 2013.

toronto.ca/culture/the_market_gallery.htm



Picture Top: Victoria Park pumping station and filtration plant – 1936, Toronto Water

Picture Bottom: Detail of R.C. Harris Water Treatment Plant, 2011 – Robert Brienza

Making Space for Culture public survey

THIS year, the City of Toronto has undertaken public consultations in 20 wards to assess community needs for affordable and sustainable cultural spaces. Residents can still offer their input about their neighbourhood's cultural infrastructure by participating in an online survey. The consultations and surveys will help provide Councillors, and those investing in cultural infrastructure, with insight about the needs and priorities of each ward.

toronto.ca/culture/cultural-spaces.htm

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